

# **Network Connection Newsletter**

## **Managed Services Organization (MSO) Update**

By now you should all be aware that Placer County converted to a new MSO system, which manages services authorizations on August 1<sup>st</sup>. You received a letter about the changes dated July 19<sup>th</sup>, so following are reminders only:

- The Services Authorization form will now be generated electronically from the new MSO system. It looks different, but contains similar information.
- The letter of Pending Correction or Denial of Payment is also generated electronically and looks different. Please familiarize yourself with these documents as they arrive.

Remember to submit a copy of your authorization with your invoice (this requirement has not changed). Invoices and authorization copies should now be mailed to the CAPP Unit at the following address:

HHS CAPP Unit (MSO)  
379 Nevada Street  
Auburn, CA 95603

New authorizations will not arrive with the standard documents. To access the necessary service forms you may need, go to the MCU website at the following URL:

<http://www.placer.ca.gov/Departments/hhs/Managed%20Care.aspx>.

Thank you for your support during this transition!

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## **What's New at In the Presence of Horses?**

In the Presence of Horses is delighted to be working in collaboration with Hospice of the Foothills offering Grief/Bereavement groups for children and adults. A full day retreat for children is planned for October 27<sup>th</sup> at our facility in Grass Valley. Other groups and retreats will be scheduled throughout the year, so please contact us if you have any interest.

We held an Open House this spring and had many wonderful guests and volunteers participate in some equine activities. The horses had fun too!! We plan to have another Open House this fall. Look for a mailer coming your way!

Two months ago, we rescued a very old Thoroughbred ex-racehorse who had been left in a field without adequate food and care. She was in pretty bad shape but is now showing great improvement, gaining weight and is able to gallop across the pasture!! She has been a wonderful addition to our program. Many of our child clients who have experienced severe neglect and abandonment have found that helping with her care has helped them in the struggle with their own issues. Most importantly she offers them hope and healing!

For more information and/or to schedule a visit please contact Susan Byrne, MFT at 530-205-8197.

# WELCOME NEW PROVIDERS!

Please join us in a hearty welcome to our 16 newly credentialed Network Providers in Placer County...

## LCSW

Gloria Flores, LCSW                      Vacaville

## MFT

Guillermo Alvarez, MFT                  Antioch  
Inez Brabeck, MFT                      Auburn  
Jennifer Olden, MFT                      Auburn  
Linda Farley, MFT                      Auburn  
Lisa Mitchell, MFT                      Fair Oaks  
Lorraine Brown, MFT                      Roseville  
Sophia Wang, MFT                      Roseville

## MFT Intern

Mishelle Segur MFTI                      Rocklin

## MD

Anisha Patel, MD                      Berkley  
Anthony Rienzi, MD                      Berkeley  
Karin Nylund, MD                      San Francisco  
Petra Steinbuchel, MD                      Berkeley  
Robert Blanco, MD                      Sacramento  
Sebastien Fromont, MD                      Berkeley  
Surender Puina, MD                      Vallejo

As you can see, in addition to Placer County we have many new providers in the Sacramento area and beyond. Our new providers have a range of experience and specialty areas. Of particular note is Sophia Wang, MFT who speaks Mandarin and Taiwanese, and Gloria Flores, LCSW who speaks Spanish.

## Be Our Guest

We would like to encourage and welcome our network providers to become a part of the Provider Relations Committee. While we all enjoy seeing mostly the same faces every month, we would like to have a greater variety of input and feedback from our provider community.

We would recommend that especially newer providers attend this meeting. It is a way to network and hear how other providers are doing, as well as join with members of the Placer County Managed Care Unit. Our meetings are on the 2<sup>nd</sup> Wednesday

of each month, at 10:30 am, and generally run until noon. The meeting is currently held at the Nevada Street conference room, located at 379 Nevada Street in Auburn. Hope to see you there!

### Managed Care Contacts:

**Twylla Abrahamson**, Program Manager: 530-886-5440  
**Linda Helling**, Patients Rights Advocate: 530-886-5419  
**Tom Lind**: 530-889-6752, **Derek Holley**: 530-886-5407  
**Margaret Chambers**: 530-886-5406, **Patti Larson**: 530-886-5426  
**Barbara MacDonald**: 530-886-5409, **Wally Keller**: 530-886-5410  
**Kim Robertson**: 530-886-5403, **Kristin Kolster**: 530-886-5403  
**Mary Coleman**: 530-886-5421, **Carolyn Sherman**: 530-886-5439  
**Tami Burns**, CAPP Unit Provider Liaison: 530-886-1872



## Law & Ethics Training for Network and SOC Staff Clinicians

This training, presented by Gary Henderson, MFT, will be held on October 23, 2007 from 9a.m. to 4p.m. at the Placer County Justice Center's Community Conference Room located at 2929 Richardson Drive on the DeWitt campus in Auburn. The training covers the following subjects:

- Identifying major legal and ethical issues
- Exploring the implications of mandated reporting
- Understanding counter transference and dual relationships
- Understanding the legal aspects of treating minors
- Identifying the conceptual foundations of ethical decision making

This course satisfies the CA Board of Behavioral Science MFT and LCSW Continuing Education requirements and satisfies six (6) hours of educational training. *Space is limited.* Call Mary Ann Medeiros at 530-886-2865 to register.



## COMPLIANCE CORNER

### Managed Care Website Under Construction

Look for changes in the Managed Care website found at the following URL: <http://www.placer.ca.gov/Departments/hhs/Managed%20Care.aspx>. This page contains an overview of Managed Care and a link to Network Provider service forms. In the future, we will add a training calendar for the entire year and a FAQ section to better meet the needs of our providers, both internal and external. Having service forms available to providers via the internet will be more efficient for all, and lessen the amount of hard copies printed and mailed with authorizations – good for the environment and good for our budget!

### FINAL NOTICE—NPI Numbers

This is the FINAL reminder that all Network Providers should now be using the new CMS 1500 form with the required NPI number field completed using your NPI number.

### DEPARTMENT OF MENTAL HEALTH AUDIT Held May 14 - 18, 2007

Many thanks to the staff's combined efforts toward our successful State Department of Mental Health (DMH) Audit.

#### Positive feedback from DMH included the following items:

- The reviewers were impressed with Placer County's breadth of services and service locations.
- We have many skilled case managers and workers performing good services for our clientele.
- The auditors reported that our Medi-Cal beneficiaries were treated the same as other service recipients. This is important to us all.
- DMH liked the interagency collaboration, so unique to our county, and mentioned that everyone really seemed to function well together, creating an efficient and comfortable work setting.

#### DMH also noted areas for improvement that included the following points:

- Staff writing progress notes with specific, objective, and measurable goals.
- Verifying all services tie specifically to the identified goals.
- Assess urgency and identify caller's name for calls received on the ACCESS phone line.
- Ensure all required beneficiary protection materials are easily accessible at County locations.
- Keep flyers, agendas, and sign-in sheets for every training or outreach activity we conduct or sponsor.

Overall it was a successful audit, and we will be implementing the DMH recommendations over the coming months. Thank you!

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### A note from Tom Lind —

Hello To All-

I'm doing my best to fill Cara's shoes until we bring another supervisor on board. Feel free to contact me at any time at 530-889-6752, and if I don't know the answer I'll certainly research it for you. The Managed Care Unit appreciates your patience with our ongoing changes. We're all excited about our new authorization and billing system and working hard to anticipate any "bugs" before they occur.

The important issue in this climate of change is communication and feedback. When discussing the providing of a service with a social worker, please include in the discussion whether the service is a behavioral health service or a non-behavioral health service. Non-behavioral health services would include parenting classes or anger groups, as opposed to the more traditional psychotherapy model. This will serve to avoid confusion for the social worker with their initial authorization requests and expedite the process for all.

Thanks for your patience!

Tom Lind  
Interim Provider Liaison

# ANNOUNCEMENTS

## Counseling Position Available Now!

**CAMFT Certified Supervisor with 20+ years of experience seeks MFT intern for 1-3 days a week in an Auburn private practice.**

**Contact Nancy Polli at (530) 887-1326**

## **Riding High Equestrian Program**

### **7th Annual Blue Jean Ball**

**Sunday, October 7<sup>th</sup> from 4:00 - 8:00pm  
Hors D'oeuvres, BBQ, Live Music & Dancing,  
Silent & Live Auctions**

**\$45/person**

**RSVP by 9/30/07**

**CALL 530-888-8891**

## **Children in the Middle:**

### **Divorce Education for Parents**

- Psychoeducational
- Educates parents how to keep their kids out of the middle during and/or after divorce
- Dispels myths for children regarding divorce
- SAMHSA model program

**4 weeks - Wednesdays 5:30 - 7:30**

**Entire Course Cost (including materials)**

**\$100 for 1 parent + kids**

**\$200 for 2 parents + kids**

**CALL Sierra Family Services for more info at  
(916) 783-5207**

## **Network Collaborative**

**October 18 8:30am — 12:00pm**

**Teresa Rasor, LMFT, Executive Director  
Lighthouse Counseling and Family Resource Center**

**Presenting "Short Term Solution-Focused Therapy  
CEU's will be offered.**

# CALENDAR AT-A-GLANCE

## SEPTEMBER

**September 1** - Labor Day, County offices closed

**September 12** - Network Providers Committee  
Meeting, 10:30 am - 12:00 pm

## OCTOBER

**October 10** - Network Providers Committee  
Meeting, 10:30 am - 12:00 pm

**October 8** - Columbus Day, County offices closed

**October 18** - Network Collaborative  
(formerly Network Provider Mixer)  
See ANNOUNCEMENTS for more information.  
8:30 am - 12:00 pm  
Loomis Veterans Hall

**October 23** - Law & Ethics Training with  
Gary Henderson, MFT  
9:00 am - 4:00 pm  
Location; PC Justice Center  
2929 Richardson Dr.  
DeWitt Center, Auburn  
Open to Network Providers for \$30  
6 CEU's will be offered

## NOVEMBER

**November 11** - Veteran's Day, County offices closed

**November 14** - Network Providers Committee  
Meeting, 10:30 am - 12:00pm

**November 27-28** - Thanksgiving Holiday